WHAT IS CLAIMED IS:

1   1.   A method for creating knowledge in a solution network comprising:

2   generating knowledge for a solution network based upon an interaction with a

3   user of the solution network;

4   saving the knowledge for the solution network while interacting with the user.

1   2.   The method of claim 1 further comprising:

2   incubating the knowledge for the solution network before releasing the

3   knowledge for general access.

1   3.   The method of claim 1 further comprising:

2   augmenting current knowledge while interacting with a user of the solution

3   network.

1   4.   The method of claim 1 further comprising:

2   providing a self help module within the solution network;

3   enabling the user to access the self help module to access the knowledge of the

4   solution network; and,

5   monitoring the user activity while the user is accessing the knowledge of the

6   solution network.

1   5.   The method of claim 4 further comprising:

2   modifying the knowledge based upon the monitoring.

1   6.   The method of claim 1 further comprising:

2   storing information relating to customer systems;

3   linking the information relating to customer systems to the solution network;

4   and,

5   using the information relating to the customer systems when generating

6   knowledge for the solution network.

1   7.   The method of claim 4 further comprising:

2   publishing the knowledge for the solution network immediately upon release

3   of the knowledge such that the knowledge for the solution network is

4   available to other users of the solution network as soon as the

5   knowledge is released.

1   8.   The method of claim 4 further comprising:

2   maintaining a service history on a customer basis;

3   using the service history to tailor customer specific solutions.

1   9.   The method of claim 1 wherein:

2   the solution network supports customer systems; and

3   the customer systems include information handling systems.

1   10.   A system for creating knowledge in a solution network comprising:

2   means for generating knowledge for a solution network based upon an

3   interaction with a user of the solution network;

4   means for saving the knowledge for the solution network while interacting

5   with the user.

1   11.   The system of claim 10 further comprising:

2   means for incubating the knowledge for the solution network before releasing

3   the knowledge for general access.

1   12.   The system of claim 10 further comprising:

2   means for augmenting current knowledge while interacting with a user of the

3   solution network.

1   13.   The system of claim 10 further comprising:

2   means for providing a self help module within the solution network;

3   means for enabling the user to access the self help module to access the

4   knowledge of the solution network; and,

5   means for monitoring the user activity while the user is accessing the

6   knowledge of the solution network.

1   14.   The system of claim 13 further comprising:

2   means for modifying the knowledge based upon the monitoring.

1   15.   The system of claim 10 further comprising:

2   means for storing information relating to customer systems;

3   means for linking the information relating to customer systems to the solution

4   network; and,

5   means for using the information relating to the customer systems when

6   generating knowledge for the solution network.

1   16.   The system of claim 13 further comprising:

2   means for publishing the knowledge for the solution network immediately

3   upon release of the knowledge such that the knowledge for the solution

4   network is available to other users of the solution network as soon as

5   the knowledge is released.

1   17.   The system of claim 13 further comprising:

2   means for maintaining a service history on a customer basis;

3   means for using the service history to tailor customer specific solutions.

1   18.   The system of claim 10 wherein:

2   the solution network supports customer systems; and

3   the customer systems include information handling systems.

1   19.   A solution network comprising:

2   a technician interface, the technician interface enabling generating knowledge

3   based upon an interaction with a user of the solution network;

4   a repository coupled to the technician interface, the repository storing

5   knowledge relating to troubleshooting solutions, the knowledge

6   relating to troubleshooting solutions including the knowledge based

7   upon the interaction with the user, the knowledge based upon the

8   interaction with the user being stored in the repository while

9   interacting with the user; and,

10   an information broker coupled to the technician interface and to the repository,

11   the information broker determining a best answer for the user based

12   upon information provided by the user.

1   20.   The solution network of claim 19 further comprising:

2   a customer interface, the customer interface being coupled to the rep+sityr and

3   to the technician interface, the customer interface providing an

4   interface for a customer to the solution network.

1   21.   The solution network of claim 19 further comprising:

2   a real time publishing agent, the real time enabling the solution network to

3   release knowledge while the solution network is operating.

1   22.   The solution network of claim 19 further comprising:

2   an external repository, the external repository storing information relating to

3   customers, the external repository being coupled to the technician

4   interface.

1   23.   The solution network of claim 19 further comprising:

2   a replacement parts module, the replacement parts module generating

3   solutions relating to which replacement parts are associated with

4   particular systems.

1   24.   The solution network of claim 19 further comprising:

2   a solution authoring module, the solution authoring module enabling authoring

3   of authored knowledge solutions and applying attributes to the

4   authored knowledge solutions.

1   25.   The solution network of claim 19 further comprising:

2   a non-solution network content module, the non-solution network content

3   module storing information regarding policies and procedures within

4   the repository.

1   26.   The solution network of claim 19 further comprising:

2   a decision tree authoring module, the decision tree authoring module linking

3   knowledge in a process oriented manner.